



News Release



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Contact: David Hebert, Public Relations Manager

Phone: (210) 207-3534 **Digital Pager:** (210) 603-8048

SAT Wins Three of Four ARN Award Nominations

*Best Customer Service Airport-Wide, Most Unique Services and
Best Concession Management Team
(SAT Concessionaires Nominated in 13 Categories)*

San Antonio, Texas – The San Antonio International Airport (SAT) has been recognized by Airport Revenue News (ARN) in three categories of the magazine's 2006 Best Concessions Poll. The awards for Best Customer Service Airport-Wide, Most Unique Services and Best Concession Management Team were presented to SAT Interim Aviation Director Mark Web at an awards banquet in Las Vegas, Nevada held on February 21, 2006. SAT won the awards under the small airport division (airports having less than 4 million enplaning passengers). SAT Concessionaires were also nominated in all 13 of the 2006 Best Concessions Poll categories. The awards for Most Unique Services and Best Concession Management Team are a repeat performance from 2005.

"These awards represent the hard work and tireless efforts of the airport concession team," said Mr. Webb. "Our Concession partners, city staff, and Westfield Concession Management commitment to making our program so successful is exceptional," added Mr. Webb.

The Best Customer Service Airport-Wide is given to airports where quality customer service is obvious throughout the airport via friendly employees, signage, information services, ambassador programs, etc. The Most Unique Services award is given to airports with novel services new to the industry and serving passengers well, such as spa services, internet hook ups, business services, etc. SAT concessionaires were nominated in 13 award categories as follows:

- ☐ Best New Specialty Retail Concept – Stars of San Antonio
- ☐ Retailer with the Highest Regard for Customer Service – Alamo Books & Café, Marble Slab, Taste of Orient and Texas Accent
- ☐ Best Airport Retail Store Design – Simply Books, Swatch, In Celebration of Gold and Landing Gear
- ☐ Best Airport News & Gifts Operator – Alamo Extra News & Gifts Int'l.
- ☐ Best Retail Brand Operator – Swatch and International Duty Free

- ☐ Best New Food & Beverage Concept – Las Palapas, Rosario’s, Famous Famiglia and Frulatti Café
- ☐ Food Concept Operator with Highest Regard for Customer Service – Rosario’s, Starbucks, Famous Famiglia, Marble Slab, and Taste of the Orient
- ☐ Best Airport Restaurant Design – Creative Croissants, Famous Famiglia, Gervin Sports Bar and Marble Slab
- ☐ Best Food/Beverage Brand Operator – HMSHost for Starbucks, Blimpie’s Sub and Quiznos Subs
- ☐ Best Airport Food & Beverage Operator – Rosario’s, Alamo City Microbrewery and Famous Famiglia
- ☐ Best DBE Operator - Blimpies Subs and Frulatti Cafe

Airport Revenue News, airport industry’s leading trade magazine, is a monthly magazine devoted to coverage of airport revenue sources as well as finance and cost containment issues. The magazine uses a panel of industry experts to decide the results of its “Best Concessions Poll.”

SAT is in the midst of a major expansion and recently reached an all time high of 7,425,983 passengers passing through the airport breaking a previous best of 7,305,335 passengers that was set in 2000 prior to 9-11.

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